

WARRANTY

VENTURA<sup>TM</sup>  
CAMPERVANS

**Thank you for buying a new GM Coachwork Ltd vehicle conversion, service or product. We trust it provides you with many years of outstanding service.**

As part of our ongoing commitment to our customers, we have provided you with a 3-year conversion warranty against the cost of repair for both parts and labour in the event of failure. This is in addition to the base vehicle warranty that varies depending on manufacturer.

### **Vehicle Warranty**

Should any part of the vehicle require repair or replacement as a result of a manufacturing defect, the part will be repaired or replaced completely free of charge by GM Coachwork Ltd, regardless of any change of vehicle ownership during the period cover. All parts fitted during warranty repairs are covered for the balance of the original warranty period.

### **What is the warranty period?**

The vehicle warranty starts on the day of the vehicles registration. The period of warranty on the conversion is 3 years, which is in addition to the base vehicle warranty that varies depending on manufacturer.

### **Does this apply to white goods?**

Any white goods including fridge, hob, grill, and microwave will come with 1 years warranty cover. Solar panels, leisure battery and alloy wheel corrosion are covered by a 1 year warranty.

## **Who may perform a warranty repair?**

GM Coachwork Ltd must be informed of all warranty repairs on your vehicle in the first instance. We have a nationwide service team that can assist with all warranty claims. GM Coachwork Ltd have the right to use independent engineers/garages to inspect the vehicle prior to repair. Any defect must be reported to GM Coachwork Ltd to authorise repairs outside of its network. Authorisation will be permitted on independents receiving the purchase order.

## **Wear and tear items**

Items where the lifetime of the component is, or can be, influenced by use will be considered under warranty. This must be identified as a manufacturing defect, as wear and tear will not be covered by the warranty. Items that are subject to wear and tear are genuinely divided into two categories, namely those specified for replacement or adjustment during scheduled maintenance and those that require replacement or adjustment dependant on conditions of use. Components subject to wear and tear include, but are not limited to:

- seats/seat belts
- flooring
- trims
- remote handset batteries
- light bulbs
- tyres
- wiper blades
- vehicle battery

*Please note that wheel balancing and wheel alignment will not be covered under warranty. This is due to the frequency in which this needs to be done dependent on driving technique and road conditions. Routine maintenance and servicing is not covered by the warranty.*

## **Consumable fluids**

Replacement or top-up of consumable fluids e.g. oils, anti-freeze, brake fluid, windscreen wash solution and refrigerant are only covered when they are used as part of a warranty repair.

## **Owners responsibilities**

Your vehicle and its serviceable components are serviced in accordance with the manufacturers requirements. After each service, please ensure that the relevant service details are completed. Proof of servicing may be requested.

## **What is not covered by the warranty?**

GM Coachwork Ltd is not responsible for any repair or replacement that is required as a direct result of:

- Normal wear and tear
- Window or glass breakages
- Failure to properly maintain the vehicle in accordance with the manufacturers maintenance schedules and service instructions
- Any damaged caused by installation of products not fitted by GM Coachwork Ltd

- Damage resulting from neglect, flooding, accident or improper use
- Refilling or topping up with incorrect fuel, e.g. diesel used instead of petrol
- Damage caused during maintenance
- Unapproved modifications
- Damage to the pop top caused by wind or user misuse
- Ingress of damp into the vehicle caused by user misuse. e.g closing pop top when wet, leaving a window open in the rain.

## **Other exclusions**

GM Coachwork Ltd excludes liability for any lost time, inconvenience, loss of transportation, or any other incidental or consequential damage the owner may occur as a result of a defect covered by this warranty. Transportation of your vehicle to GM Coachwork Ltd or an approved subcontractor for servicing, repairs or maintenance work is excluded.

## **Accident damage**

Where accident damage has caused a manufacturing defect this will not be covered.

## **Prior authority**

Prior authority must be sought from GM Coachwork Ltd before undertaking repairs under a warranty claim. Failure to obtain prior authority will lead to a rejection of the warranty claim. When prior authority is issued GM Coachwork Ltd will issue a purchase order to the service provider which will be valid for 30 days. Warranty work is to be carried out by GM Coachwork Ltd or by a VAT registered garage authorized by GM Coachwork Ltd

## **Procedure in the event of breakdown**

If your vehicle needs a service or repair within this period, simply contact us on 01626 244090 to log the occurrence and we will advise and endeavour to provide a timely quality response to resolve your issue.

## **Base vehicle**

Warranty work on your base vehicle needs to be carried out by the franchise agent i.e. Peugeot, VW as appropriate.

## **Regular servicing and maintenance**

Work can be carried out by a VAT registered garage using genuine replacement parts in accordance with the original base vehicle handbook.

If you are in any doubt please contact us before proceeding:  
Tel 01626 244090

*NOTE: This warranty does not affect your statutory rights or common law rights. We reserve the right to amend or make product enhancements on an ongoing basis.*

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